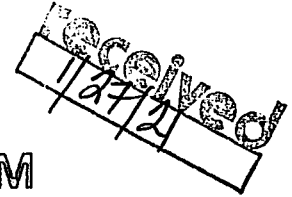


ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD
1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007
PHONE (602) 364-1PET (1738) FAX (602) 364-1039
VETBOARD.AZ.GOV



COMPLAINT INVESTIGATION FORM

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

Date Received: <u>Jan. 27, 2021</u>	Case Number: <u>21-85</u>
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A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:

Vet Name { Dr. Paige Jackson
Dr. Kate Radosevich

Name of Veterinarian/CVT: Alta Vista Veterinary Hospital

Premise Name: Alta Vista Veterinary Hospital

Premise Address: 4706 N. 7th Ave

City: Phoenix State: Az Zip Code: 85013

Telephone: (602) 277-1464

B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT*:

Name: Ronnie Mickle

Address:

City: State: Zip Code:

Home Telephone: Cell Telephone:

(Best)

*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.

C. PATIENT INFORMATION (1):

Name: Anthony

Breed/Species: Cat

Age: <1 Sex: Male Color: Orange/White

PATIENT INFORMATION (2):

Name: _____

Breed/Species: _____

Age: _____ Sex: _____ Color: _____

D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:

Please provide the name, address and phone number for each veterinarian.

The Veterinarian is unknown actually. Due to Corona Virus the techs pick up the cat and take him inside for servicing. We are not allowed to speak to the vet in person and they do not tell you who the vet is.

E. WITNESS INFORMATION:

Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.

Robson Vizin (Husband)

English is a second language so please contact me first to get him on the phone.

Attestation of Person Requesting Investigation

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: 

Date: 1-13-2021

F. ALLEGATIONS and/or CONCERNS:

Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.

We took Anthony to see the vet for all of his vaccinations. Later we applied for Cat Pet Health Insurance and while we were submitting we found that his vaccinations are labeled expired. We contacted Alta Vista for help. We either want a refund to get him re vaccinated as we've moved. Or we want to bill them for a new location near our home. We will submit the evidence but the Vaccines listed are in question. Felv on June 15th and 16th and Rabbies on July 13th. The attached receipt clearly shows they are expired and should have not been administered. We asked for help and they just said the best they can do is send us an updated receipt that is corrected but we know that is not right for them to do. Had this been a human being this could be a big law suite. All we want is a refund. And we intend to make them own up to their responsibilities as a Vet service in our State. With them prepared to just off the cuff change an expiration date it shows they should be investigated throughly, not just for our pet's sake but for all pets sake.

Please find the evidence attached.


**Alta Vista Veterinary Hospital
4706 N. 7th Avenue
Phoenix, Arizona
(602) 277-1464**



February 17, 2021

Tracy A. Riendeau, CVT
Arizona State Veterinary Medical Examining Board
1740 West Adam Street, Suite 4600
Phoenix, AZ 85007

Re: 21-85 Re: Leigh P Jackson, DVM


Dear Ms. Riendeau,

Anthony, an 11-month-old domestic medium hair cat, presented to Alta Vista on July 13, 2020. As per Covid 2019 protocol, Anthony was brought into the hospital and had a physical examination. At that time Anthony appeared to be healthy and a Rabies vaccine was administered in the right rear leg.

Anthony was returned to his owners.

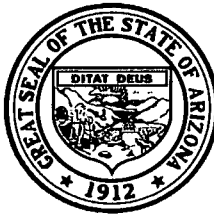
My only involvement with this pet was being the supervising veterinarian for the July 13, 2020 vaccine. As evidence by the Rabies vaccine sticker in the medical record, the expiration date for the vaccine that was given on July 13, 2020 is May 21, 2021. I had no further interactions with this patient or his care.

To my knowledge Anthony was never given an expired vaccine. The vaccine stickers that were affixed to the medical records on the days of each vaccination clearly show that none of the vaccines had expired. I am not sure how it happened but somehow, either through an entry error or computer glitch, the owners were provided copies of their medical records, which had the incorrect expiration dates. The records have subsequently been corrected to reflect the correct expiration dates. Copies of the corrected medical record and the record provided to the owners are enclosed.

I know that all veterinary services provided by me and Alta Vista Animal Hospital to Anthony were performed in compliance with the applicable standard of care. Thank you for providing me with the opportunity to respond to this Complaint. I respectfully request that the Board dismiss Claim No. 21-85 with no violations.

Respectfully,

Leigh Paige Jackson, DVM



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INVESTIGATIVE COMMITTEE REPORT

TO: Arizona State Veterinary Medical Examining Board

FROM: AM Investigative Committee: Robert Kritsberg, DVM - Chair
Christina Tran, DVM
Carolyn Ratajack
Jarrod Butler, DVM
Steven Seiler - **ABSENT**

STAFF PRESENT: Tracy A. Riendeau, CVT - Investigations
Marc Harris, Assistant Attorney General

RE: Case: 21-85
Complainant(s): Ronnie Mickle
Respondent(s): Leigh P. Jackson, D.V.M. (License: 6090)

SUMMARY:

Complaint Received at Board Office: 1/27/21
Committee Discussion: 7/13/21
Board IIR: 8/18/21

APPLICABLE STATUTES AND RULES:

Laws as Amended August 2018
(Lime Green); Rules as Revised September
2013 (Yellow).

On July 13, 2020, "Anthony," an 18-week-old male domestic medium hair cat was presented to Respondent for a rabies vaccine. The cat was examined, vaccinated and discharged.

Complainant states Respondent administered an expired vaccine to the cat.

Complainant was noticed and did not appear.

Respondent was noticed and was available telephonically. Attorney David Stoll appeared.

The Committee reviewed medical records, testimony, and other documentation as described below:

- Complainant(s) narrative: *Ronnie Mickle*
- Respondent(s) narrative/medical record: *Leigh P. Jackson, DVM*

PROPOSED 'FINDINGS of FACT':

1. On July 13, 2020, the cat was presented to Respondent for a rabies vaccine. According to Respondent, she was the supervising veterinarian for the vaccine that was administered. Unclear if she examined the cat prior to vaccination.
2. The cat's vitals were obtained. Weight = 5.2 pounds, temperature = 103 degrees, pulse = 230bpm, and respiration = 40rpm. The cat was vaccinated for rabies and the cat was discharged.
3. Complainant alleges the cat received an expired vaccine. According to the electronic medical records provided by Complainant shows the vaccine expiration date 4/25/20. According to the vaccine label on the paper record shows the vaccine expiration date 5/21/21. The electronic medical records were corrected and a copy was provided to Complainant.
4. The cat was also vaccinated on June 15, 2020 and July 6, 2020 which showed as being expired on the electronic medical records Complainant received. According to the vaccine labels on the paper medical records, none of the vaccines the cat received were expired. The electronic medical records were corrected and a copy was provided to Complainant.
5. Respondent stated that she is unsure of how the incorrect expiration dates made it into the pet's medical record. It could have been an entry error or computer glitch.

COMMITTEE DISCUSSION:

The Committee discussed that after reviewing all the case materials it was determined that the vaccines that were administered to the cat were not expired. Systems have been put into place to ensure the error does not occur again.

COMMITTEE'S PROPOSED CONCLUSIONS of LAW:

The Committee concluded that no violations of the Veterinary Practice Act occurred.

COMMITTEE'S RECOMMENDED DISPOSITION:

Motion: It was moved and seconded the Board:

Dismiss this issue with no violation.

Vote: The motion was approved with a vote of 4 to 0.

The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.

DOUGLAS A. DUCEY
GOVERNOR



VICTORIA WHITMORE
EXECUTIVE DIRECTOR

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

1740 W. ADAMS STREET, SUITE 4600, PHOENIX, ARIZONA 85007
PHONE (602) 364-1-PET FAX (602) 364-1039

CERTIFIED MAIL
94890090000276265239557

September 16, 2021

Leigh Jackson, DVM
ADDRESS ON FILE

LETTER OF CONCERN – 21-85 - In Re: Leigh Jackson, DVM

Dear Dr. Jackson:

At its meeting on August 18, 2021, the Arizona State Veterinary Medical Examining Board considered information presented in the complaint case filed by Ronnie Mickle regarding her pet "Anthony" Mickle (Vizin).

In each case, the Board considers the situation and the professional's response, as well as all relevant information. In this matter, after review and discussion, the Board voted to dismiss the case and issue you a Letter of Concern pursuant to A.R.S. § 32-2234(D). This Letter of Concern is regarding the need to consistently ensure that medical records are complete and contain required information per the Arizona Revised Statutes and administrative rules.

A Letter of Concern is defined in A.R.S. § 32-2201(12) as "...an advisory letter to notify a veterinarian that, while there is insufficient evidence to support disciplinary action about certain aspects of the case, the Board believes the veterinarian should modify or eliminate certain practices and that continuation of the activities that led to the information being submitted to the Board may result in action against the veterinarian's license."

We hope you will take this advisory letter in the spirit that it is intended to avoid any other potential violations in the future.

Respectfully,
FOR THE BOARD

A handwritten signature in black ink, appearing to read "Victoria Whitmore".

Victoria Whitmore
Executive Director

cc: Ronnie Mickle
David Stoll, Esq.